

OFFICIAL FILE

I.C.C. DOCKET NO. 01-0453

Complaints Exhibit No. 4

Witness _____

Date 11/4/01 Reporter TR

PEOPLES
ENERGY
Peoples Gas



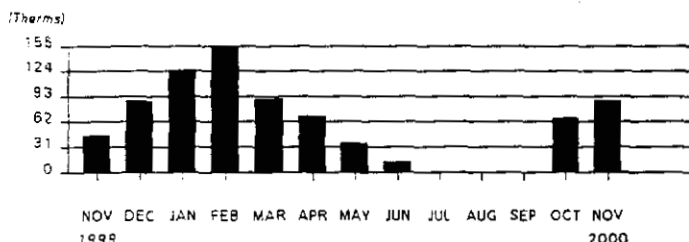
Customer Inquiries: 312-240-7000 Emergencies: _____

Bill Date	Account Number	Payment Due Date	Amount Due
11/14/2000	6 5000 0262 7200	12/06/2000	\$100.44

CUSTOMER

Name Virginia Diehl
Account Number 6 5000 0262 7200
Service Address 650 N Central Ave Hsc
Chicago IL 60644-1506
Service Classification Rate 1 - Small Residential Service
Heating Account Yes
Next Meter Reading January 15, 2001

SUMMARY OF USAGE



SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance \$88.51
Thank you for your payment 88.51
Balance \$0.00

Current Charges

Customer Charge 0.45

First 50 Therms \$36375 x 50.00 Therms = 18.19
Over 50 Therms \$11445 x 41.13 Therms = 4.71

Environ Activities \$0.0220 x 91.13 Therms = 0.20
Gas Charge \$63800 x 91.13 Therms = 58.14

Current Charges Before Taxes 90.69

Taxes

Illinois Gross Revenue Tax \$90.69 x 0.10 % = 0.09
Chgo Municipal Utility Tax \$90.69 x 8.24 % = 7.47
Illinois Gas Revenue Tax \$0.024 x 91.13 Therms = 2.19

Current Charges After Taxes 100.44

Total Balance \$100.44

Average Daily
Therms Used Nov 1999 Nov 2000
Temperature 50 °F 52 °F

CURRENT USAGE

Billing Period 10-13-00 to 11-14-00 Days of Service 32

Previous	Meter Reading	Current	Difference
Meter Number P1763276			(100 Cubic Feet)
9497 Estimate 10-13	9586 Estimate 11-14		8'

Therm Conversion 89 x 1.024 BTU Factor = 91.13 Therm

MESSAGES

Outside Reading

8946

(773)

395-3909

OK # 2731

9010
11/14/01 - 26-00
100.44



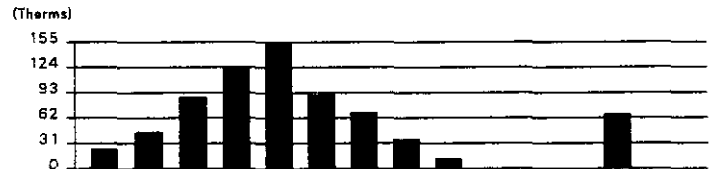
Customer Inquiries: 1-800-240-7800

Bill Date	Account Number	Payment Due Date	Amount Due
10/17/2000	6 5000 0262 7200	11/08/2000	\$88.51

CUSTOMER

Name Virginia Diehl
 Account Number 6 5000 0262 7200
 Service Address 650 N Central Ave Hsc
 Chicago IL 60644-1506
 Service Classification Rate 1 - Small Residential Service
 Heating Account Yes
 Next Meter Reading November 14, 2000

SUMMARY OF USAGE



OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP OCT
 1999 2000

Average Daily Therms Used	Oct 1999 .82	Oct 2000 2.40
Temperature	57 °F	57 °F

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$11.23
Late payment charge	0.17
Balance	\$11.40

Current Charges

Customer Charge	9.45
First 50 Therms	\$.36375 x 50.00 Therms = 18.19
Over 50 Therms	\$.11445 x 19.63 Therms = 2.25
Environ Activities	\$.00200 x 69.63 Therms = 0.14
Gas Charge	\$.56870 x 69.63 Therms = 39.60
Current Charges Before Taxes	69.63

Taxes

Illinois Gross Revenue Tax	\$69.63 x 0.10 % = 0.07
Chicago Municipal Utility Tax	\$69.63 x 8.24 % = 5.74
Illinois Gas Revenue Tax	\$.024 x 69.63 Therms = 1.67
Current Charges After Taxes	77.11

Total Balance \$88.51

CURRENT USAGE

Billing Period 09-14-00 to 10-13-00 Days of Service 29

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P1763276		
9429 Estimate 09-14	9497 Estimate 10-13	68

Therm Conversion 68 x 1.024 BTU Factor = 69.63 Therms

MESSAGES

At the time of this statement, your account was past due. Please pay the amount shown today.



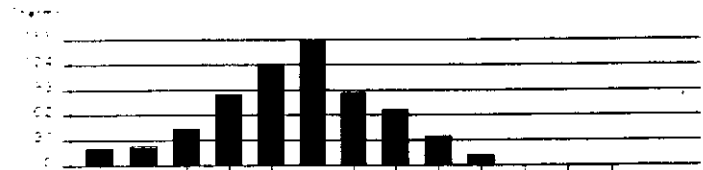
Customer Inquiries: 312-240-7000 Emergency

Bill Date	Account Number	Payment Due Date	Amount Due
09/15/2000	6 5000 0262 7200	10/09/2000	\$11.23

CUSTOMER

Name Virginia Diehl
Account Number 6 5000 0262 7200
Service Address 650 N Central Ave Hsc
Chicago IL 60644-1506
Service Classification Rate 1 - Small Residential Service
Heating Account Yes
Next Meter Reading November 14, 2000

SUMMARY OF USAGE



SEP OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP
1999 2000

Average Daily	Sep 1999	Sep 2000
Therms Used	.88	.04
Temperature	68 °F	71 °F

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$10.24
Thank you for your payment	10.24
Balance	\$0.00

Current Charges

Customer Charge	9.45
Under 50 Therms	\$.36375 x 1.02 Therms = 0.37
Gas Charge	\$.52160 x 1.02 Therms = 0.53
Current Charges Before Taxes	10.35
Taxes	
Illinois Gross Revenue Tax	\$10.35 x 0.10 % = 0.01
Chgo Municipal Utility Tax	\$10.35 x 8.24 % = 0.85
Illinois Gas Revenue Tax	\$.024 x 1.02 Therms = 0.02
Current Charges After Taxes	11.23
Total Balance	\$11.23

CURRENT USAGE

Billing Period 08-16-00 to 09-14-00 Days of Service 29

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P1763276		
9428 Estimate 08-16	9429 Estimate 09-14	

Therm Conversion 1 x 1.024 BTU Factor = 1.02 Therms

MESSAGES

10/6/00 \$11.23



Customer Inquiries: 312-240-7000 Emergencies: 312-240-7000

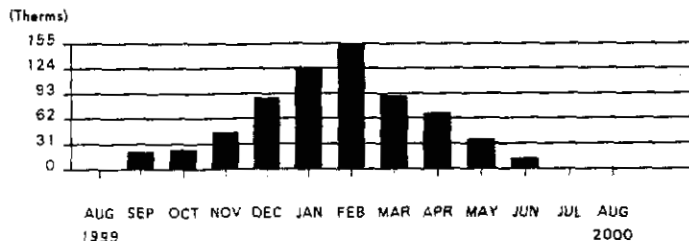
Bill Date	Account Number	Payment Due Date	Amount Due
08/18/2000	6 5000 0262 7200	09/11/2000	\$10.24

CUSTOMER

Name **Virginia Diehl**
Account Number **6 5000 0262 7200**
Service Address **650 N Central Ave Hsc
Chicago IL 60644-1506**
Service Classification **Rate 1 - Small Residential Service**
Heating Account **Yes**
Next Meter Reading **September 14, 2000**

*PAID 9-7-00
CH 65548*

SUMMARY OF USAGE



Average Daily	Aug 1999	Aug 2000
Therms Used	N/A	N/A
Temperature	75 °F	71 °F

SUMMARY OF CHARGES

Payments And Charges Since Your Last Bill

Previous balance	\$10.24
Amount paid for your payment	10.24
Balance	\$0.00

Current Charges

Customer Charge	9.45
-----------------	------

Current Charges Before Taxes	9.45
------------------------------	------

Taxes

Illinois Gross Revenue Tax	\$9.45 x	0.10 %	=	0.01
Chicago Municipal Utility Tax	\$9.45 x	8.24 %	=	0.78

Current Charges After Taxes	10.24
-----------------------------	-------

Total Balance	\$10.24
---------------	---------

CURRENT USAGE

Billing Period 07-17-00 to 08-16-00 Days of Service 30

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P1763276		
9428 Estimate 07-17	9428 Estimate 08-16	0

Therm Conversion 0 x 1.024 BTU Factor = .00 Therms

MESSAGES



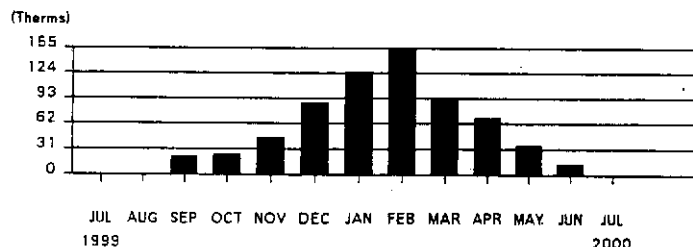
Customer Support: 312-240-7000 - Toll Free

Bill Date	Account Number	Payment Due Date	Amount Due
07/17/2000	6 5000 0262 7200	08/08/2000	\$10.24

CUSTOMER

Name Virginia Diehl
 Account Number 6 5000 0262 7200
 Service Address 650 N Central Ave Hsc
 Chicago IL 60644-1506
 Service Classification Rate 1 - Small Residential Service
 Heating Account Yes
 Next Meter Reading September 14, 2000

SUMMARY OF USAGE



SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$23.48
Thank you for your payment	23.48
Balance	\$0.00

Current Charges

Customer Charge	9.45
-----------------	------

Current Charges Before Taxes	9.45
------------------------------	------

Taxes				
Illinois Gross Revenue Tax	\$9.45 x	0.10 %	=	0.01
Chicago Municipal Utility Tax	\$9.45 x	8.24 %	=	0.78
Current Charges After Taxes				10.24
Total Balance				\$10.24

Average Daily	Jun 1999	Jul 2000
Therms Used	.06	N/A
Temperature	72 °F	70 °F

CURRENT USAGE

Billing Period 06-15-00 to 07-17-00 Days of Service 32

Meter Reading		
Previous	Current	Difference
Meter Number P1763276		1100 Cubic Feet
9428 Estimate 06-15	9428 Estimate 07-17	0
Therm Conversion		0 x 1.024 BTU Factor = .00 Therms

MESSAGES

7/24/00
PAC



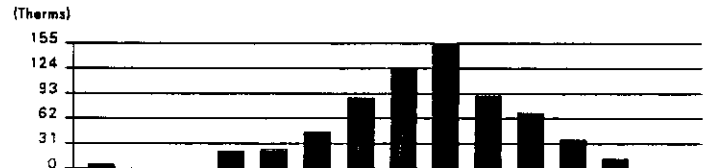
Customer Inquiries: 312-240-7000 Emergency: 312-240-7000

Bill Date	Account Number	Payment Due Date	Amount Due
06/19/2000	6 5000 0262 7200	07/11/2000	\$23.48

CUSTOMER

Name Virginia Diehl
 Account Number 6 5000 0262 7200
 Service Address 650 N Central Ave Hsc
 Chicago IL 60644-1506
 Service Classification Rate 1 - Small Residential Service
 Heating Account Yes
 Next Meter Reading July 17, 2000

SUMMARY OF USAGE



JUN 1999 JUL 1999 AUG 1999 SEP 1999 OCT 1999 NOV 1999 DEC 1999 JAN 2000 FEB 2000 MAR 2000 APR 2000 MAY 2000 JUN 2000

Average Daily Therms Used	May 1999 .31	Jun 2000 .50
Temperature	67 °F	63 °F

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$40.82
Thank you for your payment	40.82
Balance	\$0.00

Current Charges

Customer Charge	9.45
Under 50 Therms	\$36375 x 15.37 Therms = 5.59
Environ Activities	\$00070 x 15.37 Therms = 0.02
Gas Charge	\$40820 x 15.37 Therms = 6.27
Current Charges Before Taxes	21.33
Taxes	
Illinois Gross Revenue Tax	\$21.33 x 0.10 % = 0.02
Chgo Municipal Utility Tax	\$21.33 x 8.24 % = 1.76
Illinois Gas Revenue Tax	\$024 x 15.37 Therms = 0.37
Current Charges After Taxes	23.48
Total Balance	\$23.48

CURRENT USAGE

Billing Period 05-15-00 to 06-15-00 Days of Service 31

Meter Reading		Difference (100 Cubic F
Previous	Current	
Meter Number P1763276		
9413 Estimate 05-15	9428 Estimate 06-15	

Therm Conversion 15 x 1.025 BTU Factor = 15.37 Therms

MESSAGES

Handwritten notes:
 PU 6-28-2000
 2654 → 23.48
 CKH



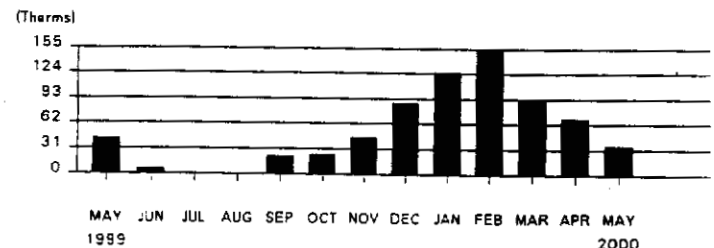
Customer Inquiries: 312-240-7000 Emergencies: 312-240-7000

Bill Date	Account Number	Payment Due Date	Amount Due
05/15/2000	6 5000 0262 7200	06/06/2000	\$40.82

CUSTOMER

Name Virginia Diehl
 Account Number 6 5000 0262 7200
 Service Address 650 N Central Ave Hsc
 Chicago IL 60644-1506
 Service Classification Rate 1 - Small Residential Service
 Heating Account Yes
 Next Meter Reading July 17, 2000

SUMMARY OF USAGE



SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$59.33
Thank you for your payment	59.33
Balance	\$0.00

Current Charges

Customer Charge		9.45
Under 50 Therms	\$.36375 x 38.95 Therms =	14.17
Environ Activities	\$.00050 x 38.95 Therms =	0.02
Gas Charge	\$.33840 x 38.95 Therms =	13.18
Current Charges Before Taxes		36.82
Taxes		
Illinois Gross Revenue Tax	\$36.82 x 0.10 % =	0.04
Chgo Municipal Utility Tax	\$36.82 x 8.24 % =	3.03
Illinois Gas Revenue Tax	\$.024 x 38.95 Therms =	0.93
Current Charges After Taxes		40.82
Total Balance		\$40.82

Average Daily Therms Used	May 1999 1.55	May 2000 1.22
Temperature	52 °F	56 °F

CURRENT USAGE

Billing Period 04-13-00 to 05-15-00 Days of Service 32

Meter Reading		Difference
Previous	Current	
Meter Number P1763276		(100 Cubic Feet)
9375 Estimate 04-13	9413 Estimate 05-15	38

Therm Conversion 38 x 1.025 BTU Factor = 38.95 Therms

pci ck 2638

40.82

5-30-2000

MESSAGES



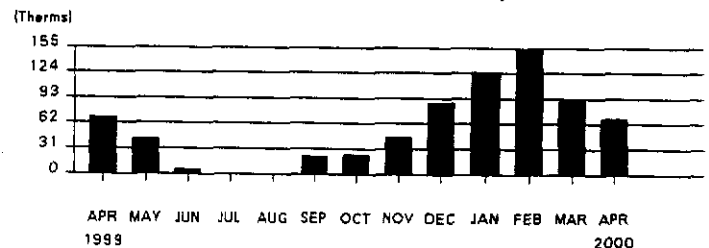
Customer Inquiries 312-240-7000 Emergency

Bill Date	Account Number	Payment Due Date	Amount Due
04/17/2000	6 5000 0262 7200	05/09/2000	\$59.33

CUSTOMER

Name Virginia Diehl
 Account Number 6 5000 0262 7200
 Service Address 650 N Central Ave Hsc
 Chicago IL 60644-1506
 Service Classification Rate 1 - Small Residential Service
 Heating Account Yes
 Next Meter Reading May 15, 2000

SUMMARY OF USAGE



SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$78.40
Thank you for your payment	78.40 -
Balance	\$0.00

Current Charges

Customer Charge	9.45
First 50 Therms	\$.36375 x 50.00 Therms = 18.19
Over 50 Therms	\$.11445 x 22.77 Therms = 2.61
Environ Activities	\$.00040 x 72.77 Therms = 0.03
Gas Charge	\$.31430 x 72.77 Therms = 22.87
Current Charges Before Taxes	53.15

Taxes

Illinois Gross Revenue Tax	\$53.15 x 0.10 % = 0.05
Chgo Municipal Utility Tax	\$53.15 x 8.24 % = 4.38
Illinois Gas Revenue Tax	\$.024 x 72.77 Therms = 1.75

Current Charges After Taxes 59.33

Total Balance \$59.33

CURRENT USAGE

Billing Period 03-15-00 to 04-13-00 Days of Service 29

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P1763276		
9304 Estimate 03-15	9375 Estimate 04-13	

Therm Conversion 71 x 1.025 BTU Factor = 72.77 Therms

MESSAGES

5/6/00



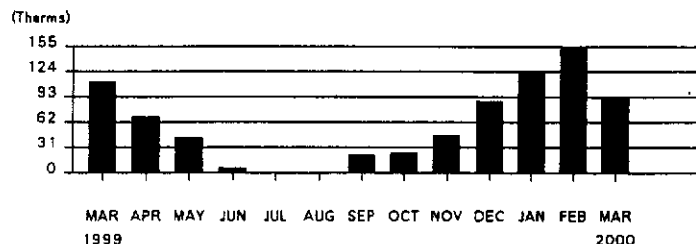
Customer Inquiries: 312-240-7000 Emergencies: 312-240-7000

Bill Date	Account Number	Payment Due Date	Amount Due
03/17/2000	6 5000 0262 7200	04/10/2000	\$78.40

CUSTOMER

Name Virginia Diehl
Account Number 6 5000 0262 7200
Service Address 650 N Central Ave Hsc
Chicago IL 60644-1506
Service Classification Rate 1 - Small Residential Service
Heating Account Yes
Next Meter Reading May 15, 2000

SUMMARY OF USAGE



SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$190.67
Thank you for your payment	90.28
Thank you for your payment	90.28
Late payment charge	0.14
Balance	\$10.25

Current Charges

Customer Charge				9.45
First 50 Therms	\$.36375 x	50.00	Therms =	18.19
Over 50 Therms	\$.11445 x	43.36	Therms =	4.96
Environ Activities	\$.00050 x	93.36	Therms =	0.05
Gas Charge	\$.30200 x	93.36	Therms =	28.19
Current Charges Before Taxes				60.84
Taxes				
Illinois Gross Revenue Tax	\$60.84 x	0.10 %	=	0.06
Chicago Municipal Utility Tax	\$60.84 x	8.24 %	=	5.01
Illinois Gas Revenue Tax	\$.024 x	93.36	Therms =	2.24
Current Charges After Taxes				68.15
Total Balance				\$78.40

Average Daily	Mar 1999	Mar 2000
Therms Used	3.85	2.83
Temperature	30 °F	40 °F

CURRENT USAGE

Billing Period 02-11-00 to 03-15-00 Days of Service 33

Meter Reading		Difference (100 Cubic Feet) 91
Previous	Current	
Meter Number P1763276		
9213 Estimate 02-11	9304 Estimate 03-15	

Therm Conversion 91 x 1.026 BTU Factor = 93.36 Therms

MESSAGES

At the time of this statement, your account was past due. Please pay the amount shown today.

PA
78.40
of 2600
4-6



*** PLEASE READ YOUR METER ***

Customer Inquiries: (312)240-7000 Emergency: 7001

Bill Issued	Account Number	Payment Due Date	Amount Due
01-18-00	122706-00205	02-08-00	\$90.28

CUSTOMER

Name Virginia Diehl
 Account Number 122706-00205
 Service Address 650 N Central Av H
 Chicago IL 60644
 Phone Number (773) 626-6080
 Service Classification Rate 1 - Small Residential
 Service
 Heating Account Yes

CURRENT USAGE

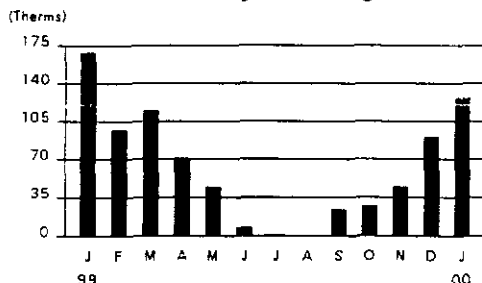
Billing Period 12-14-99 to 01-12-00 Days of Service 29

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8937 Estimated 12-14	9062 Estimated 01-12	125

Conversion to Therms 125 x 1.028 BTU Factor = 128.50 Therms

SUMMARY

Your Monthly Billed Usage



Average Daily Therms Used 5.02
 Temperature 19°F
 January 1999
 Average Daily Therms Used 4.43
 Temperature 27°F
 January 2000

CHARGES

Gas Charge	\$.3406	x	128.50	Therms	=	\$43.77
Customer Charge						9.45
Distribution Charge						
First 50 Therms	\$.36375	x	50.00	Therms	=	18.19
Over 50 Therms	\$.11445	x	78.50	Therms	=	8.98
Environmental Activities	\$.00080	x	128.50	Therms	=	.10
Current Charges before Taxes						80.49
Taxes						
Illinois Gross Revenue Tax	\$80.49	x	0.10	%	=	.08
Illinois Gas Revenue Tax	\$.024	x	128.50	Therms	=	3.08
Current Charges After State Taxes						83.65
Chgo Municipal Utility Tax	\$80.49	x	8.24	%	=	6.63
Current Charges After Taxes						90.28

Total Amount Due By 02-08-00 \$90.28

MESSAGES

This winter join Peoples Energy in assisting those who need help paying their gas bills. To contribute, mark the Add-a-dollar box on the payment coupon below, write your donation amount next to the box and add that amount to your payment. Thank you.

Thank you for your payment of \$73.16

3/10/00
 R-11